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	<b>Responsible Organization:</b> Operations (OPS)	

## **1 PURPOSE**

The purpose of this procedure is to describe the process for administering user accounts within the NASA Headquarters computing environment.

## **2 SCOPE**

This procedure applies to all aspects of user Account Administration and the use of official NASA forms that specify types and levels of access to the NASA Headquarters computing environment. Additionally, the procedure applies to the logistics of how new user are added and modified, password resets, and removal of accounts.

## **3 DEFINITIONS**

### **3.1 Check-in/Check-out (CICO)**

CICO is a Web-based application that automates and consolidates the various permissions and service requests necessary to set up a new employee with a computer, phone, and account/folder access. It includes space allocation approval and items routinely handled via a CICO request. It also enables current HQ users to easily request additional equipment, account access, and services. Finally, CICO helps improve and simplify the out-processing of employees, and maximize the recovery of Government-owned equipment.

### **3.2 NASA identity Management and Account Exchange System (IdMAX)**

The Identity Management System that servers as a gatekeeper to the NAMS application. IdMAX, also contains the 5 Security Questions used for Domain password reset.

### **3.3 NASA Account Management System (NAMS)**

Agency system used to perform account maintenance. It is the system used to request logical access to IT systems. All NASA HQ Applications that require authentication are in NAMS.

### **3.4 NASA Enterprise Directory (NED)**

The NASA Enterprise Directory is located online at <https://webdir.nasa.gov/dir/index.html> The NED is used to look up information such as contact information such as UUPIC, Office ID, title, etc for Civil Servants, Contractors, and Grantees.

### **3.5 NASA Form 224**

NASA Headquarters Automated Systems Standard Access Request Form is required for *offsite* users' Token access.

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### **3.6 NASA Form 252**

NASA Form 252 is an Token request verification document.

### **3.7 NASA Operational Messaging and Directory (NOMAD)**

NOMAD, also known as HEMI/NOMAD, offers an integrated e-mail, task management and calendaring solution for the entire Agency. Users have integrated e-mail, calendar, to-do list, address book and task features on their desktops via Outlook (for Windows) or Entourage (for Macintosh). NOMAD accounts are administered by a team at Marshall Space Flight Center (MSFC).

### **3.8 NPR 2810**

NASA Procedural Requirements (NPR) contains requirements related to the Security of Information Technology.

### **3.9 X.500**

Electronic database containing agency-wide user contact information and the unique user name.

## **4 RESPONSIBILITIES**

### **4.1 Account Administrator (AA)**

Account Administrator refers to an individual who manages the creation, deletion, and maintenance of user accounts for the NASA Headquarters (HQ) computing environment. The AA also provides user assistance in gaining account access.

### **4.2 User**

The user is the individual being granted, currently holds, or no longer requires access to the NASA Headquarters computing environment. The user, or their ITPOC, submits CICO and NAMS requests to complete the desired activity.

For offsite users, the ITPOC completes and submits the NHQ Form 224 through a NAMS request to gain account access.

### **4.3 NASA IT Security**

NASA IT Security is responsible for reviewing all CICO and 224 Forms.

### **4.4 Help Desk**

The Help Desk (358-HELP) is responsible for assisting users by fielding calls for support.

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## **5 PROCEDURES**

### **5.1 Create a New User Account**

To create a new user account the Account Administrator (AA) completes the following steps:

1. Checks CICO daily for approved new users
2. Creates a new user account in accordance with NASA-OP-03-01, Creating Standard New User Accounts

### **5.2 Existing User Accounts**

#### **5.2.1 Create Additional Account Access for Existing HQ User**

To create additional account access for an existing HQ user the following steps must be completed. The User/ITPOC must complete a CICO request for additional access for an account. The AA then completes the steps outlined in NASA-OP-03-01, Creating Standard New User Accounts.

**Note:** CICO automatically routes the request for review and approval.

#### **5.2.2 Create Additional Account Access for Offsite User**

To create additional account access for an offsite user the following steps must be completed.

1. The offsite user, with assistance from the ITPOC, completes Form 224 through CICO requesting access.
2. The AA is then responsible for running a report to look for Access Requests without Badge requests daily. The report will be placed on the CICO tool bar for each AA.
3. If there are requests for access without a Badge Request, the AA follows the steps outlines in NASA-OP-03-01, Creating Standard New User Accounts.

**Note:** AA checks the NHQ Form 224-Box twice daily for approved forms.

**Note:** If the other NASA Center user's NHQ Form 252 is received by AA prior to the receipt of the approved NHQ Form 224, the information is entered in the NHQ Form 252 Database and the form is filed in the NHQ Form 252 binder. Refer to NASA-OP-03-01, Creating Standard New User Accounts, for additional information.

### **5.3 Create Temporary NASA HQ User Access**

AA creates a temporary account for temporary NASA HQ users by reviewing CICO daily for approved temporary new users. The AA then follows the steps outlined in NASA-OP-03-04, Temporary NASA HQ Users.

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#### **5.4 Adding and Deleting an Application in CICO**

In coordination with the application owner, AA adds or deletes an application in NAMS via a NAMS request. AA confirms the requested action with the application owner prior to completing the action. For additional information and details regarding this process, refer to NASA-OP-03-06, Adding and Deleting an Application in NAMS.

#### **5.5 Adding a User to a New Application in CICO**

Users obtain access to a new application by completing a CICO request. Initial access may also be established via a group request. When adding a group of users (20 or more) a NF 224 will need to be completed and sent to AA. For additional information and details regarding this process refer to NASA-OP-03-06, Adding and Deleting an Application in CICO and to NASA-OP-03-01, Creating Standard New User Accounts.

#### **5.6 Deletion of Accounts**

##### **5.6.1 Deletion of Standard User Accounts**

AA prepares standard user accounts for deletion and then deletes the user account as described in NASA-OP-03-03, Deleting Standard User Accounts.

##### **5.6.2 Performing Custom Application Deletion User Accounts**

Custom application user account deletions are completed by AA by following these steps:

1. Upon receiving the monthly email, Account Administration pulls the 224s for the user from the 224 binders.
2. Follows the process for custom deletion in NASA-OP-03-03, Deleting Standard User Accounts

#### **5.7 Password Reset with or without valid NASA HQ Form 252**

The ODIN Help Desk Agent and Account Administration reset a user's password as described in NASA-OP-03-05, Password Reset.

#### **5.8 Requesting and Deleting a Token in NAMS**

Account Administration requests and deletes a Token using the NAMS process as described in NASA-OP-03-07. In addition, NASA-OP-03-01, Creating New User Accounts, defines NAMS.

### **8 RECORDS**

<b>Record Title</b>	<b>Retention Organization</b>	<b>Retention Period</b>	<b>Disposition</b>
NHQ Form 224	Logistics	1 year minimum following	Defined by application

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Record Title	Retention Organization	Retention Period	Disposition
	Support	application retirement	retirement documentation
NHQ Form 252	Logistics Support	1 year minimum following application retirement	Defined by application retirement documentation
CICO Request	Account Administration	1 year after employee leaves NASA HQ	Retained electronically in CICO indefinitely; printed copies shredded

## 9 RELATED DOCUMENTS

- NASA-AD-07 SMG Phase 7 – Operations & Maintenance
- HITSS-CMP Configuration Management Plan
- HITSS-SMG Software Management Guide
- NHQ Form 224 NASA Headquarters Automated Systems Standard Access Request form
- NHQ Form 252 Account Access Request Form
- NPR 2810 Security of Information Technology
- NASA-OP-03-01 Creating Standard New User Accounts
- NASA-OP-03-03 Deleting Standard User Accounts
- NASA-OP-03-04 Temporary NASA HQ Users
- NASA-OP-03-05 Password Reset
- NASA-OP-03-06 Adding and Deleting an Application in CICO
- NASA-OP-03-07 Requesting and Deleting a Token in NAMS

## 10 REVISION HISTORY

Revision	Description of Change	Effective Date
A	Original	1/30/2007
1.0	Revision and document numbers rebaselined during HQDMS-SOPR migration	8/6/2007
2.0	Revised to update the definitions, remove references to HONURS, remove NF 224, incorporate CICO, update Account Deletion Process and Custom Application Deletions. Changed document number from NASA-AD-07-01 to NASA-OP-03.	4/14/2008
3.0	Revised to include NASA-OP-03-07 Requesting a Token in NAMS	10/28/2008

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4.0	Updated to include ENS	11/28/2008
5.0	Updated to include definitions for IdMAX and NAMS. Also updated creating IdMAX Account.	5/28/2009

## 11 GLOSSARY OF ACRONYMS

Acronym	Description
AA	Account Administration
CICO	Check-in/Check-out
ENS	Emergency Notification System
HAMS	Headquarters Account Management System
HEMI	Headquarters Enterprise Messaging Initiative
HQ	NASA Headquarters
IT	Information Technology
ITPOC	Information Technology Point of Contact
MSFC	Marshall Space Flight Center
NASA	National Aeronautics and Space Administration
NF 224	NASA Headquarters Automated Systems Standard Access Request Form
NF 252	NASA Headquarters Account Access Request Form
NOMAD	NASA Operational Messaging and Directory
NPR	NASA Procedural Requirement
ODIN	Outsource Desktop Initiative for NASA
OP	Operations
SecurID	Token used for accessing accounts
SOPR	Standard Operating Procedures Repository
URC	User Resource Center
UUN	Unique User Name